

ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES (HFS)  
ILLINOIS DEPARTMENT OF HUMAN SERVICES, DIVISION OF SUBSTANCE USE PREVENTION  
AND RECOVERY (DHS-SUPR)  
ILLINOIS DEPARTMENT OF HUMAN SERVICES, DIVISION OF MENTAL HEALTH (DHS-DMH)

**WORKGROUP ON SUT-CST**

March 18, 2021

2:00 – 3:00 pm

**AGENDA**

- Welcome and roll call
- Approval of minutes
- Introduction to Human-Centered Design Concepts (Steve Brown)
- Case Vignettes (Tim Devitt, Ed Stellon, All)
  - Build User Stories & Avatars
- Proposal for model (Ed Stellon, Heather O'Donnell, Patrick Phellan)
- Categorizing structural gaps & barriers (All)
  - Financing & payment
  - Service delivery
  - Foundations of Recovery
  - Systems Integration: how do clients come to / leave from treatment
- Next Steps